

10.7.28

Release date 2026.05.21

New functions

Fixes

10.7.28

Portal: In forms view the back icon is changed to point to 'new case'

Customer page: Not showing deleted categories in category selection

10.7.27

Added functionality for setting system logs to read when opening a case if the case is assigned to the agent or a team where he is member

Fixed so that the agent change is logged as user generated log when having provided a reason for change

Change sms from text

When registering new case from inbox, and using reason for changing agent - this is now not allowed until the case is saved.

10.7.25

When receiving SMS, set case to started if it has a waiting status

Fixed link to english description for Jira in App Fixed link to english description for Jira in App